

WHOLESALE PROVISIONING TRACKING SYSTEM (“WPTS”)

Verizon utilizes a system known as WPTS to make the hot cut process more efficient. Verizon’s Regional CLEC Coordination Center (“RCCC”) has the primary responsibility for ensuring that a hot cut order is provisioned properly. This task involves managing the coordination, when necessary, among various Verizon departments, as well as the coordination between the CLEC and Verizon. Many of the tasks formerly handled by the RCCC are now handled in an automated fashion through WPTS, although the RCCC retains a number of important residual functions. In some cases, manual safeguards can play an important role in overall service quality.

WPTS is a web-based organizational and notification tool, created by Verizon to assist the CLEC community, the RCCC, and Verizon’s central office frame organization to coordinate functions associated with hot cuts. WPTS automatically retrieves information on hot cut orders from Verizon’s Operations Support Systems (“OSSs”), and serves as a “clearinghouse” for a wide range of data on the progress of those orders. At appropriate points, it automatically forwards work for review and verification to the CLEC and to Verizon’s RCCC. WPTS provides a secure web site on which a CLEC and authorized Verizon personnel can view (and download) status information. It also provides a platform for the delivery of messages between Verizon and the CLEC, thereby eliminating, in most cases, the need for delivering notices or making inquiries through telephone calls. The system thus helps to ensure that all key steps of the hot cut process are properly completed and that all necessary communications between the CLEC and Verizon work teams occur effectively.

WPTS was developed by Verizon as an enhancement to its hot cut process and is currently unique to Verizon. Aside from its role in facilitating the exchange of information between Verizon and the CLEC, WPTS has also given frame technicians the ability to communicate electronically with the RCCC (and directly with the CLEC) about CLEC dial tone issues, the CLEC’s willingness to proceed with the cut (the “go-ahead”), and the completion of wiring work.

Attached is information relating to WPTS that is contained at the Verizon Wholesale website – <http://www22.verizon.com/wholesale/lsp/apphome/1,2633,3-WPTS,00.html>.

As stated above, WPTS was designed to improve processes and efficiencies for both CLECs and Verizon by eliminating manual work and unnecessary phone calls. However, a CLEC must use all of the WPTS features in order to gain the maximum advantage. Not all CLECs have chosen to use WPTS, and instead handle coordination functions through phone calls. As explained on Verizon’s web-site, there are several required steps which a CLEC must undertake to establish interactive communication with Verizon via WPTS. For example, the CLEC must complete the WPTS survey, identify a single point of

contact, ensure that the CLEC's computers meet the WPTS technical specifications, and establish a training schedule. Attached is information relating to the steps CLECs take to utilize WPTS. This information can be found on the Verizon Wholesale website – <http://www22.verizon.com/wholesale/ldp/apphome/wpts/8steps/1,4447,3,00.html>.